

Customer Satisfaction

SURVEY 2008

Time: Morning, Afternoon, Evening Day: Sun, M, Tu, W, Thu, F, Sat Library ID #_____ Survey _ Survey#_

Please help us improve the delivery of library services and programs by completing this survey. The answers you provide will be kept strictly confidential.

1.	In general, over the past year, what were your main reasons for using the Library? Please check all that apply.										
	 Educational purposes (for homework, research or to ta Entertainment (leisure-time materials for reading, viewi Information (health, jobs, financial, news, business, tra Borrowed books and/or other materials Read newspapers or magazines Used the computer and/or Internet services Meet up with friends Attended a program or meeting Other 	ng or	liste								
2.	general, how satisfied are you with your overall experience over the past year with the ontgomery County Public Libraries? Please check just one . O Very satisfied O Satisfied O Neutral O Dissatisfied O Very Dissatisfied										
3.	How often do you usually visit the Library? Please check one answer. O Daily Monthly Today is my first visit to MCPL Weekly Several times a year Don't recall										
4.	Which of the following statements best describes how frequently you use the Library website? Please check one answer. Daily Monthly Never Weekly Several times a year Don't recall										
5.	Please rate the Library in the following categories. Please	circle	your	respo	onse.						
5a.	CUSTOMER SERVICE Availability of staff when I need assistance Staff helpfulness in finding materials and information Staff courtesy and approachability Convenience of your home branch library's hours	Dis	treme ssatis 2 2 2 2	sfied 3	4	5	6 6	7 7 7 7	Satis	9	
5b.	 BUILDING AMENITIES Provision of space for reading and studying Building layout and signage Safety in and around the building Adequate lighting inside and outside the building Overall cleanliness 		treme ssatis 2 2 2 2 2	_	4 4 4 4	Ne 5 5 5 5 5	eutral 6 6 6 6 6	7 7 7 7 7	Extre Satis 8 8 8 8	emely sfied 9 9 9 9	
5c.	. COLLECTIONS AND MATERIALS • Satisfaction with the books, magazines, audio books,			Extremely Dissatisfied					Extre	emely sfied	
	CDs, videos/DVDs I found (for myself, my child) • Satisfaction with the availability of books, magazines, audio books, videos/DVDs I can borrow through the system or place on hold • Satisfaction with the availability of music, audio	1	2	3	4	5	6	7	8	9	
	books, books and films I can download through the Library's website • Satisfaction with the time it takes to receive the holds	1	2	3	4	5	6	7	8	9	
	I place on books and materials • Satisfaction with the displays of books and materials	1	2	3	4	5	6	7	8	9	
	to feature new books, holidays, authors, etc.	1	2	3	4	5	6	7	8	9	

5d	 TECHNOLOGY Availability of computers to access the Library catalor Availability of computers to access the Internet Availability of staff for computer help Ease of using the Library's electronic catalog Ease of locating information on the Library's website 			reme satis 2 2 2 2 2	_	4 4 4 4	5 5		7 7 7 7 7	Satis 8 8 8	emely sfied 9 9 9 9		
5e.	PROGRAMS AND SERVICES • Relevance of adult programs (book discussions,			reme satis	_	Neutral				Extremely Satisfied			
	films, lectures, etc.) • Number and variety of adult programs • Relevance of children's programs (story time,		1	2	3	4	5 5	6	7	8	9		
	summer reading, etc.) Number and variety of children's programs Relevance of teen programs Number and variety of teen programs		1 1 1 1	2 2 2 2	3 3 3 3	4 4 4 4	5 5 5 5	6 6 6	7 7 7 7	8 8 8 8	9 9 9 9		
6.	6. How are we doing in achieving the Library's mission? Our mission: Offer free and equal access to services and resources and to assist the people of Montgomery County in finding ideas and information to sustain and enrich their lives. Please comment.												
7.	How have libraries made a difference in your life (or twhich public libraries may be beneficial or valuable to and then provide details; we are interested in hearing	differer	nt pe	eople									
	 Improved my career options (career research, learned new skills, etc.) Learned another language Provided story times, books and materials for my children Researched job opportunities Provided resources to research personal information (health, finances, purchases, retirement, travel, etc.) Helped me (or my family) with school assignments and projects Provided computers for my use and learning Offered programs and materials for personal growth and entertainment Presented a place to attend meetings, relax, socialize and have fun Helped me grow a business Improved my quality of life Other 										, etc.)		
Details of how use of the library influenced my life:													
8.	Tell us about yourself. Please check your responses.												
	Gender: ○ Male ○ Female Age: ○ Under 18 ○ 18 34 ○ 3	35 49		0	50	64	(⊃ 65 +	-				
	Are you Hispanic or Latino? • Yes • 1	No											
	What is your race? Mark one or more races to indi	cate wh	at ra	ace y	ou co	onsid	er yo	ursel	f to b	e.			
		African A				_		an In					
	Alaskan NativeOther	Asian In	diar	า		○ P	acific	Islan	der				

Thank you for completing the survey.

Please place your survey in the box at the Check Out Desk.

Please check all that apply.

Flyers and Signs in Library

○ Library Website

9. Where do you get most of your information about Library events and programs?

Other__

○ Local Newspapers (print or online)